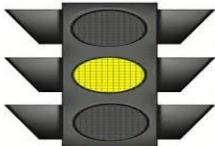


# Specialty Permit Citations Collection Rate Codes & Regulations

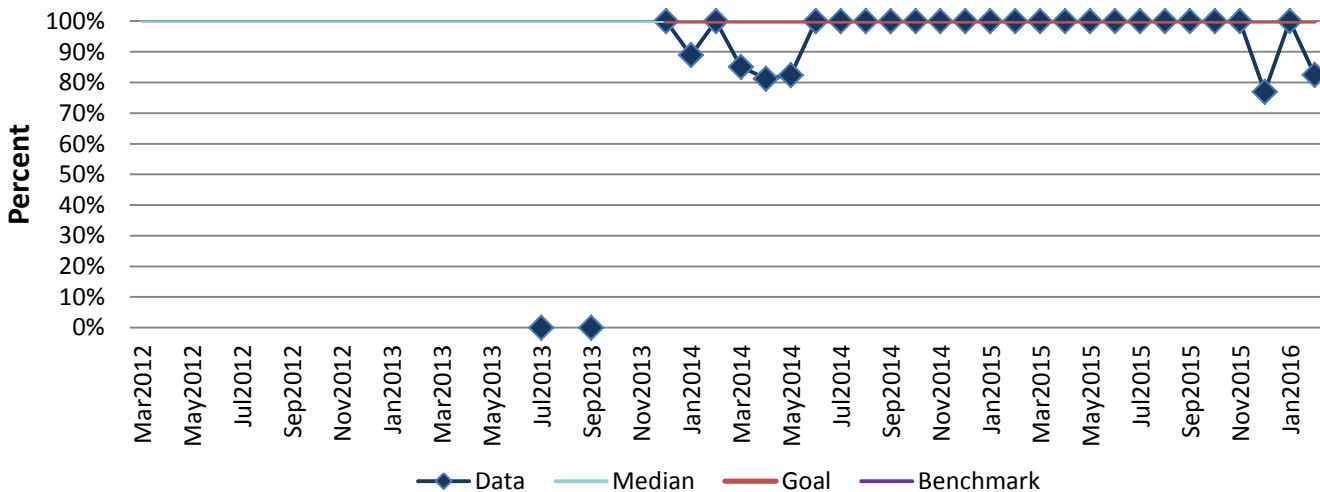


KPI Owner: T. Watkins

Process: ABC Inspections

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: TBD  Goal: 100% Collection         Benchmark: TBD		Data Source: Hansen    Goal Source: Dept Management Team   Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose  Measurement Method: The amount of income collected divided by the amount assessed from specialty permit violations.  Why Measure: Quantify the amount of fines and fees assessed and paid  Next Improvement Step: Continue collections efforts		
How Are We Doing?					
Mar2015-Feb2016 12 Month Goal	Mar2015-Feb2016 12 Month Actual		Feb2016 Goal	Feb2016 Actual	
100% \$118,275	96% \$113,825		100% \$4,850	82% \$4,000	

## Specialty Permit Citations Collection Rate



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.